

PATENT
Attorney Docket No. 10761.1460
Customer No. 81,331

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Robert E. Wollan et al.) Group Art Unit: 3623
Application No.: 10/811,439) Examiner: Brandi P. Parker
Filed: March 26, 2004) Confirmation No.: 1477
For: ENHANCING INSIGHT-DRIVEN)
CUSTOMER INTERACTIONS)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

REPLY TO OFFICE ACTION

In reply to the Office Action mailed July 24, 2008, please amend the
above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

An Interview Summary follows the amendment sections of this paper.

Remarks/Arguments follow the interview summary section of this paper.